

# D-13 MANAGEMENT OF INCIDENT, INJURY, ILLNESS & TRAUMA



## POLICY STATEMENT

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TWOOSH makes every effort to ensure the safety and wellbeing of Educators, children and visitors at all times through sound policies, procedures and practice. While prevention is the best course of action, we do recognise that incidents can and will happen. TWOOSH will make every attempt to ensure sound management of any incident, injury, illness, or trauma to prevent any worsening of the situation and complete reports on each event that will be signed by the parent/guardian of the child involved. Parents/guardians or emergency contacts will be informed immediately where the incident, injury, illness or trauma is deemed serious and needs to be reported to the NSW Regulatory Authority as per the Education and Care Services National Law and Regulations.

## REFERENCES AND CONSIDERATIONS

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- Education and Care Services National Law and Regulations 2011 12, 85 - 88
- National Quality Framework Areas: 2.1
- Disability Discrimination Act Federal 1992
- NSW Anti-discrimination Act 1977
- NSW Health fact sheets
- Work Health and Safety Act 2011
- Staying Healthy in Child Care (5th Edition) 2012
- Sydney Children's Hospital Fever Fact Sheet 2012
- ACECQA 'Frequently asked questions'
- NSW Department of Health Guidelines

## Related TWOOSH documents

- Family information booklet
- Educator handbook
- Policy A-2 Acceptance and refusal of authorisations
- Policy A-3 Enrolment and orientation
- Policy D-5 Dealing with medical conditions and administering medications
- Policy D-9 Providing a child-safe environment

## PROCEDURES

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### Parental/guardian responsibilities

- ◆ As part of the enrolment process, parents/guardians are required to:
  - provide written consent in advance for Educators to seek medical attention and ambulance transportation for their child, if required. This will be recorded on the enrolment form and where relevant in a Medical Management Plan. Please refer to Policy D-5 Medical conditions and administering medications.
  - supply details of their preferred doctor, health fund and Medicare details.
  - supply two contact numbers in case of an emergency or accident.
- ◆ Parents/guardians are required to keep their children at home if it is known that their child is unwell.
- ◆ Parents/guardians are required to pick their children up from TWOOSH if they become unwell while at TWOOSH.

### Defining 'serious incident'

An incident, injury, trauma or illness will be regarded by TWOOSH as a 'serious incident' if more than basic first aid is needed, if the advice of a medical practitioner was sought, the child attended hospital in connection with the incident or ought reasonably to attend hospital or require urgent medical attention from a registered practitioner.

A child may experience trauma as a result of recurring behaviours from others, or trauma as a result of dietary needs being neglected. These incidents may then be considered 'serious' and the 'serious incident' notification process is to be followed.

### Serious incident notification process

When a serious incident has occurred at TWOOSH, the following notifications need to take place:

- ◆ All serious incidents, injury, illness or trauma needs to be recorded within 24 hours of the event occurring. The person's family or emergency contact must be notified of any accident or injury that has occurred as soon as possible.
- ◆ The Director is responsible for ensuring that, in the event of a serious incident, the regulatory authority is advised in writing using the designated National Quality Agenda IT System (NQAITs portal). The Management Committee will also be notified within 24 hours, along with the Principal.
- ◆ It may not be until sometime after the incident that it becomes apparent that an incident was serious. If that occurs, the Director must notify the regulatory authority within 24 hours of becoming aware that the incident was serious.
- ◆ All incident, injury, trauma and illness records are filed and kept by TWOOSH until the child turns 25. If it is related to a death of a child, the record must be kept for 7 years. These records are kept in our long-term storage area and electronically.
- ◆ Network of Community Activities can be contacted for additional support, resources or advice.

### Serious incident at TWOOSH

In the event of a serious incident, all other children should be moved away from the scene and if necessary, guardians contacted for early pick up of their children. The children should be reassured and only informed that a serious incident has occurred. No further details should be given.

## Serious incident procedure

1. A first aid-trained Educator is to assess the injury and decide whether the injured person may need to be assessed by a doctor or whether an ambulance should be called. The Responsible person and Director must be notified immediately, and the Management Committee will be advised within 24 hours.
2. If the injury is serious, the first priority is to get immediate medical attention. Parents/guardians or emergency contacts should be notified as soon as practicable. Any difficulty reaching emergency contacts should not delay the organisation of medical treatment.
3. The Educator will attend to the injured person and apply first aid as required and as training allows.
4. Educators will ensure that disposable gloves are used for any contact with blood or body fluids as per the infectious disease policy.
5. Educators will stay with the child until suitable help arrives, or further treatment taken.
6. Educators will comfort and reassure the injured person.
7. If an ambulance is required and the child is taken to hospital, an Educator will accompany the injured person and take incident form/notes and enrolment forms if necessary. Any relevant Medical management plans should also be taken.
8. TWOOSH will complete an incident, injury, trauma and illness record and a serious incident report for the regulatory authority as soon as possible.

## Responsible Person responsibilities

- ◆ Notify the parent/guardian or emergency contact person as soon as practicable regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g., hospital). Every effort must be made not to cause panic; only minimal details regarding the extent of the injuries should be given until they speak to medical professionals.
- ◆ Seek emergency services or medical attention as necessary. In the instance where a head injury has occurred, pain relieving medication will not be administered. Guardians will be made aware that pain relieving medication may mask other symptoms. Natural methods to reduce bumps and headaches will be used, for example, ice packs, and lying the child down.
- ◆ Ensure that PPE is worn where possible, and all blood or bodily fluids are cleaned up in a safe manner.
- ◆ Ensure that anyone who has come in contact with any blood or bodily fluids washes their hands and any other contaminated part of their body in warm soapy water.
- ◆ Ensure that Educator and child ratios are maintained, and that educators continue to reassure and keep the other children calm and out of harms way.

## Death of a child or educator whilst attending TWOOSH

- ◆ TWOOSH will notify the guardian or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare that a person is deceased, therefore Educators should ensure the guardians are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child has been taken.

- ◆ This information should be provided in a calm and sensitive manner.
- ◆ The site of the incident should be preserved. Educators should take care not to clean, tidy, remove blood or fluids or otherwise interfere with the site, and prevent others doing so, until police have advised that this can be done.
- ◆ All other children should be moved away from the scene and if necessary, guardians contacted for early pick up of children. The children should be reassured and only informed that a serious incident has occurred. No further details should be given.
- ◆ The Director will make contact with TWPS to liaise with them regarding the school's response to the event.
- ◆ The Director must also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. TWPS and Network of Community Activities should be contacted to seek additional support, resources or advice.

## Illness

- ◆ Guardians are advised upon enrolment and in regular reminders not to bring sick children to TWOOSH and to arrange prompt pick up of children who are unwell.
- ◆ If a child becomes ill at TWOOSH, all care and consideration will be given to comfort the child and minimise the risk of cross-infection until the child is pick up by the Guardian or emergency contact.
- ◆ A child will be considered sick if they:
  - Sleep at unusual times, or is lethargic
  - Has a fever over 38°C
  - Is crying constantly from discomfort
  - Vomits or has diarrhoea
  - Is in need of constant one-to-one care
  - Has symptoms of an infectious disease
  - Has had a reaction to an allergen
  - States they are feeling unwell
- ◆ If a child becomes ill at TWOOSH, the guardian will be contacted to take the child home. Where the guardian is unavailable, emergency contacts will be called to ensure the child is picked up from TWOOSH promptly.
- ◆ The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's guardian or other authorised adult takes them home.
- ◆ For a child with a temperature of **38°C** or higher, methods will be employed to bring the child's temperature down until the guardian arrives or help is sought. Such methods include removing excess clothing as required, giving clear fluids, and making the child comfortable until they go home.
- ◆ If a child's temperature is 38°C or higher, Educators will contact guardians via phone to pick up their child from TWOOSH.
- ◆ A child cannot be administered Panadol/paracetamol or any other type of medication without a medical management plan in place with a Medical Administration form completed to assist with managing the specific medical condition. A medical practitioner's letter is required in this case. The Panadol/paracetamol or fever-relieving medicine must be supplied by the guardian in the original packaging with child's name and dosage recorded on the label and a pharmacy label for best practice. This medication can be kept along with the plan at TWOOSH (Regulation 92). Guardians will still be called to pick up the child, and if their condition does not change, an ambulance may be called.
- ◆ If temperature hits 39°C and cannot be brought down without the use of a fever-relieving medication and their guardians cannot be contacted, the situation will be deemed serious, and an ambulance will be called for the child.

## Educator illness

- ◆ An educator may be considered sick if they:
  - Has a fever over 38°C
  - Vomits or has diarrhoea
  - Has symptoms of an infectious disease
  - Has had a reaction to an allergen
  - States they are feeling unwell
  - Is lethargic
- ◆ If an Educator becomes ill or develops symptoms at TWOOSH they can return home if able or the Responsible person will organise their emergency contact to pick them up.
- ◆ The Responsible person will organise a suitable Educator replacement as soon as possible.

## Notifiable infectious diseases

- ◆ It is the responsibility of the Guardian to inform TWOOSH if their child is confirmed to have an infectious illness.
- ◆ Upon notification, TWOOSH is required to inform guardians of the confirmed case and include a fact sheet from NSW Health for families. This fact sheet describes symptoms, treatment and exclusion periods. This will be communicated to Guardians via Xplor and Facebook, and also displayed in TWOOSH.
- ◆ Exclusion periods will apply to children diagnosed with any infectious diseases and TWOOSH will enforce this as necessary. If TWOOSH receives a notification of a confirmed case of vaccine-preventable disease and is aware of any child who is not immunised for that disease under the National Immunisation Program, we will inform the guardian and advise that they exclude their child from care; the period of time will be determined by the NSW Health fact sheet or medical advice.
- ◆ Any advice given to TWOOSH by TWPS or NSW Health will be passed on to all guardians. TWOOSH procedures will be in line with those of TWPS and NSW Health, with the same exclusion policies to be carried out when necessary.
- ◆ TWOOSH is required to keep a log of all notifications, and if necessary, call the Public Health Unit to report outbreaks. TWOOSH will follow advice given by the Public Health Unit at the given time.

## Revisions

**Date of next review: May 2025**

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<b>Date</b>	<b>Reviewer</b>	<b>Approved by</b>
<b>26.03.18</b>		TWOOSH Management Committee
<b>18.02.19</b>		TWOOSH Management Committee
<b>24.02.20</b>	CB, MK	TWOOSH Management Committee
<b>07.05.2021</b>	PG	TWOOSH Management Committee
<b>31.10.22</b>	MK	TWOOSH Management Committee
<b>27.11.23</b>	MK	TWOOSH Management Committee

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